

Advanced Communications Technology, Inc.

Business Continuity and Disaster Preparedness Plan

I. PURPOSE

The primary purpose of the Advanced Communications Technology, Inc. (ACT) Business Continuity and Disaster Preparedness Plan is to protect ACT and its employees from serious injury, property loss, or loss of life in the event of a major disaster. The secondary purpose of the ACT Business Continuity and Disaster Preparedness Plan is to assure the continuation of communications service to ACT customers in the event of a Disaster or emergency. A Disaster or emergency constitutes any one of the following: fire, severe weather such as tornado, flood, earthquake, blizzard conditions as set forth by community leader, bomb threat, pandemic or hazardous chemical spill.

In the event of any Disaster or emergency listed, this plan describes the responsibilities and actions to be taken to protect all employees and property.

II. GENERAL PROCEDURES

A Disaster or emergency warning may come from any one of the following sources: commercial radio or television, civil defense radio, office alarm system, messenger, General Manager or police.

A. Notification of Emergency Warning

A person receiving notification of a possible Disaster or emergency should immediately notify their immediate supervisor. The type of Disaster or emergency situation should then be conveyed to all employees with the use of the office emergency alarm or paging system.

B. Emergency Control Committee (ECC)

The following personnel will constitute the Emergency Control Committee (ECC). In the event of a Disaster or emergency, they are to report to a designated Emergency Control Center unless the prevailing situation dictates otherwise.

GENERAL MANAGER

Phone: 307-673-0910

Direct: 307-675-0920

Mobile: 307-431-9075

Home: 307-655-2346

OPERATIONS MANAGER

Phone: 307-673-0910

Direct: 307-675-0922

Mobile: 307-763-7273

IT/PLANT SUPERVISOR

Phone: 307-673-0910

Direct: 307-675-0904

Mobile: 307-752-7156

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NETWORK ENGINEER

Phone: 307-673-0910

Direct: 307-675-0915

Mobile: 307-752-7134

CONTROLLER

Phone: 307-673-0910

Direct: 307-675-0901

Mobile: 307-763-3401

C. Safety Supervisor

The **OPERATIONS Manager** has been designated as the Safety Supervisor and serves as the coordinator for all safety and safety training issues.

D. Emergency Control Committee (ECC) Responsibilities

Following is a list of responsibilities assigned to the Emergency Control Committee (ECC):

1. Assess the nature and extent of all emergencies
2. Assume control of all emergency actions.
 - a. Notify and coordinate with Emergency Response, Public Safety Answering (PSAP), Civilian Emergency Response Team (CERT)- County Notification
 - b. Wyoming PSC if necessary 307-777-5722
3. Communicate emergency to employees
4. Assign tasks to personnel to carry out specific actions
5. Order evacuation if deemed necessary
 - a. Account for all employees
6. Take any other action necessary to protect life
7. Annually review this plan and revise as necessary
8. Plan training exercises to test the evacuation plan
9. Instruct personnel of their duties under this plan

In any Disaster or emergency situation, the ranking member of the Emergency Control Committee (ECC) present shall have final authority to coordinate procedures, and amend, modify or supersede any provisions of this plan in order to ensure employee safety.

E. Emergency Control Center

Emergency actions should be coordinated at the Emergency Control Center, which will be designated as the General Manager's office at 290 N. Brooks Street, Sheridan, Wyoming.

If the emergency situation warrants the committee members to meet at the RANGE Wyoming Network Operations Center located at 60 West Seymour Street, Sheridan, Wyoming, Montana; it will be the General Manager's responsibility or ranking manager to notify, and give the location where members are needed.

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F. First Aid Services

Any member of the Emergency Control Committee (ECC) will administer first aid as needed. He/She will be available to administer first aid in the office, or in the event of a complete evacuation, at a safe assembly area outside the office. In addition, several other ACT employees have also successfully completed Basic First Aid and CPR training, and may be called upon by a member of the Emergency Control Committee if the situation warrants. – Notify EMS immediately if First Aid or CPR warranted.

G. Utility Controls

The Emergency Control Committee (ECC) members will notify MDU to have the power and gas shut off.

H. News Information

Information to any source of the news media will only be released at the discretion of the General Manager or Chief Executive Officer, Chief Financial Officer, Chief Technical Officer or Director of Marketing.

III. EMERGENCY ALARMS

A. Fire Alarm System

In the event of a fire, the alarm system will be activated. In addition, a member of the Emergency Control Committee (ECC) will make an announcement over the paging system stating an emergency exists. Upon hearing the alarm or announcement, employees should, immediately proceed to the designated evacuation site located in the parking lot corner by the Senior Citizens Center next to the premises. A roll call using the Fire/Evacuation Plans and Current Employee Roster will be called to ensure employees are safe. In addition, all visitors in the building must be accounted for.

B. Action

When the alarm is activated or an announcement is made, at least one (1) member of the Emergency Control Committee (ECC) shall report to the designated evacuation site outside the office complex. That Committee member should ensure that outside employees do not re-enter the building. The remaining members of the Emergency Control Committee (ECC) other members should take any necessary actions to ensure safety of the employees and visitors and notify proper agencies for needed services.

C. Office-Wide Evacuation Alarm

With the exception of a fire alarm, employees should not evacuate the building unless authorized by the Emergency Control Committee (ECC). The signal alarm for an office wide evacuation will be a continuous alarm and/or an announcement by a member of the Emergency Control Committee (ECC) over the paging system stating an evacuation is ordered.

D. Segmented Area Evacuation

The signal/alarm for a segmented area evacuation will also be a

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continuous alarm and/or an announcement over the paging system by a member of the Emergency Control Committee (ECC), stating a segmented evacuation is ordered. A member of the Emergency Control Committee (ECC) will have the authority to activate this alarm and give appropriate instructions to employees to ensure safety. It is the responsibility of this person to alert all employees as to what type of emergency is occurring and the location of the emergency.

Once at the assembly site, an employee roll call will be conducted and reported to an Emergency Control Committee (ECC) member. In addition, all visitors in the building must be accounted for.

E. Phone Listings

Listings of all emergency telephone numbers are located at the receptionist desk and in the offices of all Emergency Control Committee (ECC) members.

If the emergency occurs during other than normal working hours, the General Manager or Operations Manager will notify the other emergency control team with an announcement of where the control committee will meet. If the business office has not been affected then the conference rooms at the business office, if the office building has been affected then meet at the Central Office (CO) at 60 W Seymour St.

IV. EVACUATION SITES

A map of all evacuation sites will be displayed in the **conference room** and throughout the departments. Each map will show the route and exit to take depending on where employees are located in the office. It will be the responsibility of the Operations Manager to inform employees of these evacuation routes.

V. EMERGENCY SHUTDOWN PROCEDURE FOR DISASTERS

An emergency shutdown will only be ordered from the highest-ranking member of the Emergency Control Committee. No employee should risk any type of injury to accomplish this task. However, if time permits, the following duties should be performed:

- A. All aisles and exit ways should be free of service vehicles.
- B. The Operations Manager should call MDU at 800-638-3278 to shut off gas lines and the electrical supply. In the event that the Safety Supervisor is unavailable, a member of the Emergency Control Committee (ECC) shall take such action.
- C. In the event of a disaster or emergency, the following procedures should be put in effect by the Safety Supervisor or other members of the **Emergency Control Committee (ECC)**:

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TORNADO

1. Listen for the latest advisories on the radio.
2. Utilize exterior cameras for outside observation.
3. If necessary, initiate applicable Emergency Shutdown Procedures.
4. Make an announcement over the paging system stating "A tornado emergency exist — please proceed to the basement."
5. Move personnel into the designated tornado safe assembly area within the building – in the basement by the caged area behind the break room. - Once all are assembled, a roll call will be taken.
6. Account for all visitors.
7. After the tornado passes, restore calm and check for injuries.

SEVERE WEATHER/BLIZZARD

1. Listen; or watch for weather advisories on the radio, television or Internet.
2. Depending on weather severity, e.g., Mayor shuts down the town for safety reasons etc., the General Manager will make the determination on whether to initiate emergency office closure.
 - a. Management staff and key office personnel may be required to work remotely (telecommute) if they are equipped to do so. Key employees are defined as those in management and customer contact individuals such as Customer Service Specialists and Operations Technicians including IT. The phones will need to be routed to reach key employees by landline or cell phone.
 - b. For service outages, network personnel will respond when city officials or the Emergency Control Committee has deemed it safe to do so.
3. Managers will notify their staff immediately of office closure once the decisions have been made. Each manager should have a copy of all contact names and numbers along with the employee roster.
4. In the event of Department of Transportation (DOT) road closures where the office remains open, staff that are unable to make it to the office will be required to take vacation. In the event that employees do not have accrued vacation they will go negative on the books and future accrual will be used to back fill unavailable vacation balance.

PROCEDURE FOR EARTHQUAKE

An earthquake will usually occur without warning. Due to the suddenness, all personnel should:

1. Drop to the ground
2. Take Cover
3. Hold On Until the shaking stops

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4. Additional information
 - a. If there isn't a table or desk near you, drop to the ground in an inside corner of the building and cover your head and neck with your hands and arms. Do not try to run to another room just to get under a table.
 - b. Studies of injuries and deaths caused by earthquakes in the U.S. over the last several decades indicate you are much more likely to be injured by falling or flying objects (TVs, lamps, glass, bookcases, etc.) than to die in a collapsed building. "Drop, Cover, and Hold On" offers the best overall level of protection in most situations.
 - c. **DO NOT ATTEMPT TO EXIT THE BUILDING - NO ONE SHOULD GO OUTSIDE THE BUILDING.**
5. After an earthquake has stopped, the following procedure should be initiated:
 - a. All employees should help restore calm to fellow employees.
 - b. Emergency Control Committee (ECC) members should check for injuries and provide first aid as needed.
 - c. Evacuate the building immediately following the earthquake. Damage to the structure may have resulted. Proceed to the designated assembly area.
 - d. The Safety Supervisor should check for fires and shut off all gas, electricity, and water at main controls.
 - e. The building should be inspected by a member of the Emergency Control Committee for damage.
 - f. The Emergency Control Committee should then notify proper utility companies or other services as needed.

PROCEDURE FOR FIRE/BOMB THREAT

In the event of a fire, appropriate actions as defined under Section III. A-C. "Office-Wide Evacuation Alarms" shall be taken.

PANDEMIC

A pandemic is an epidemic disease that spreads to other communities usually beyond national borders. In the event of a pandemic such as Bird Flu or H1N1 the following procedure should be initiated.

1. Listen, or watch for advisories on the radio, television or Internet of an upcoming Pandemic.
2. Once identified the General Manager and/or Control Committee will initiate office closure procedures.
3. The following key employees will have and maintain internet access and phone service so they can telecommute if necessary.
 - a. General Manager
 - b. Operations Manager

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- c. Finance & Administration Manager
 - d. Controller
 - e. IT Supervisor
 - f. Engineer
 - g. Customer Service Specialists
 - h. Network Technicians
- 4. In case of pandemic, all calls will be dispatched to the Operations Manager for call out to the technicians.
 - 5. If quarantine goes into effect, technicians will not go beyond the demarcation point at any residence or business.
 - 6. Technicians will wear masks to cover their nose and mouth and can walk away from any trouble where they may be exposed to the virus.
 - 7. Employees who are sick with the virus or other ailment must report their illness to their department head immediately and take leave.
 - 8. Once the pandemic is lessened or the quarantine is removed, all employees will be notified to report back to the office.

VI. HOUSEKEEPING

Good housekeeping will be the responsibility of all ACT employees and includes the following:

- A. Waste materials are to be discarded in their proper places.
- B. All aisles and exits will be kept clear.
- C. All areas to fire extinguishers will be kept clear for access.
- D. All employees will be instructed and receive an electronic copy on the "Advanced Communications Technology, Inc. Business Continuity and Disaster Preparedness Plan."
- E. Emergency telephone numbers will be posted at the front desk and in the lower level break room.
- F. The Safety Supervisor will be responsible for instructing employees on how to handle, store, and maintain hazardous materials properly.

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SECTION 1 EMERGENCY RESPONSE

I. PURPOSE

This Section 1 provides an Emergency Response Plan for restoring communications services following an outage resulting from a disaster or emergency. It also identifies critical communications services requiring immediate restoration to support disaster recovery efforts.

II. DEFINITIONS

In the event of a Disaster or emergency, the warning may come from any one of the following sources: commercial radio or television, civil defense radio, office alarm system, messenger, or police.

A. Disaster or Emergency – A significant event resulting in the partial or entire loss of communications capability within an exchange serving area. A significant event can include any major natural occurrence such as a flood, earthquake, fire, tornado or other severe weather, or an unnatural occurrence such as a bombing, arson, or other terrorist related threat. Other events can include, but not be limited to, an intentional or unintentional fiber or copper cable cut.

B. Emergency Control Committee (ECC) – The ACT Emergency Response Team is a group of employees designated and assembled to respond to a Disaster or emergency. The ACT Emergency Response Team consists of the following employees:

1. General Manager
2. Operations Manager
3. Finance And Administration Manager
4. IT Supervisor
5. Controller

III. DISASTER /EMERGENCY RESPONSE

A member of the Emergency Control Committee (ECC) shall be contacted immediately upon the report of a Disaster or emergency and the following actions shall be taken:

- A. The Committee shall immediately establish the Emergency Control Center and reroute communications as appropriate to this location.
- B. Contact Wyoming PSC, City and County authorities

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- C. In the event of land-line failure, mobile communications shall be arranged at the Emergency Control Center.
- D. The Committee shall use Email and or mobile text messaging capability (as available) in the event that voice communications are unavailable.
- E. As soon as it is safe to do so, the Committee shall arrange and dispatch the appropriate resources for restoration of any damaged facilities.
- F. Restoration of essential communication services shall be completed in the following order:
 - 1. "Emergency Services" to include 911 service and local law enforcement, fire department and search and rescue departments.
 - 2. "Essential Services" to include hospitals, doctors offices, medical centers, etc., TOLL trunks and trunk circuits to include mobile phone service trunking.
 - 3. "Public Customer Services" to include city, county, state and federal facilities including schools.
 - 4. "Business Customer Services" to include large and small business customers
 - 5. "Residential Customer Services" to include all remaining communication services

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SECTION 2 SERVICE RESTORATION RESPONSE

I. PURPOSE

Section 2 provides a Service Restoration Response in the event of a major outage. A major outage is defined as any event resulting in a simultaneous disruption of service to ten (10) or more communications customers in an exchange area.

II. PERSONNEL

ACT personnel within the following departments will be assigned duties as described in Section 2, and are responsible for assuring completion of the Service Restoration Response Process.

ALL	Includes all Personnel
ADMINISTRATION	Includes all Management Personnel
OPERATIONS	Includes all Operations Personnel - Engineering
INFORMATION	Includes all Information Technology and Internet
COMMERCIAL	Includes all Finance & Customer Service Personnel

III. RESTORATION RESPONSE AND RESPONSIBLE PERSONNEL

- A. Switch Disaster (Circuit Switching)** - In the event of a loss of circuit switching capabilities due to a disaster or emergency, OPERATIONS shall immediately inform ADMINISTRATION and COMMERCIAL and proceed to contact the Switch Administrator at RT noted on the supplies and contractors list here to attached as Exhibit A, the cause of the outage and coordinate restoration efforts. Both ADMINISTRATION and COMMERCIAL shall be informed upon successful restoration of the Circuit Switch.
- B. Trunking and Interconnection Disaster (SONET Systems)** - In the event of a loss of trunking and interconnection services related to a SONET Systems failure caused by a Disaster or emergency, OPERATIONS shall immediately inform COMMERCIAL and proceed to coordinate efforts with the Affiliated Companies listed in attached Exhibit B, to determine the cause of the outage, and take actions as outlined in the "Fiber Optic Network Affiliate Agreement, Attachment B - Operations and Maintenance". COMMERCIAL shall be informed upon successful restoration of the SONET System.

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- C. Trunking and Interconnection Disaster (Cable Systems)** - In the event of a loss of trunking and interconnection services related to a cable systems failure caused by a disaster or emergency, OPERATIONS shall immediately inform COMMERCIAL and proceed to coordinate efforts with the affiliated companies listed in Exhibit C, hereto attached, as defined in the Fiber Facilities Operation and Maintenance Agreement to determine the cause and location of the outage, and take subsequent restoration actions as defined in the Fiber Facilities Restoration Plan. COMMERCIAL shall be informed upon successful restoration of the cable system.
- D. Commercial AC Power Disaster** - In the event of a loss of Commercial Alternating Current (AC) power caused by a disaster or emergency, OPERATIONS shall immediately confirm the functionality of emergency standby generator systems and then inform ADMINISTRATION of the situation, proceeding to contact the appropriate utility company as identified in the Suppliers & Contractors list, as attached as Exhibit B, to determine the cause of the outage. If Commercial power cannot be restored within a reasonable time, emergency standby generator systems shall be monitored regularly to assure continued power to the DC power systems and backup batteries.
- E. DC Power Systems and Backup Battery Disaster** - In the event of a loss of Direct Current (DC) power systems caused by a disaster or emergency, OPERATIONS shall immediately coordinate efforts to determine the cause of the outage. If DC power cannot be restored due to rectifier failure or destruction, OPERATIONS shall contact Thermobond Buildings as noted in the Suppliers & Contractors List attached as Exhibit B to coordinate restoration, repair or replacement with the power equipment vendor.
- F. Off-Net Private Line and Special Circuits Disaster** - In the event of a loss of Private Line and Special Circuits provided by an off-net carrier due to a disaster or emergency, OPERATIONS shall immediately contact the off-net carrier to determine the cause of the outage. Upon determining the cause of the outage and the estimated restoral time, OPERATIONS shall inform COMMERCIAL of the circumstances. COMMERCIAL will relay the appropriate information to the customer or end user.
- G. Long Distance Service Disaster** - In the event of a loss of the underlying wholesale service supporting the ACT, Range Long Distance, RT Connect and DTE World Long Distance as a result of a

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disaster or emergency, COMMERCIAL shall immediately contact ANPI as noted in the attached Suppliers & Contractors List, to coordinate restoration or repair. COMMERCIAL shall contact the Affiliated Companies listed in Exhibit B to update them on the outage and restoration plans.

H. Internet Service Disaster -

1. In the event of a loss of Email or web service access due to a disaster or emergency, INFORMATION shall immediately contact VisionNet as noted on the Supplies & Contractors List as Exhibit B, to assist in identifying the cause of the loss of Email or Web service and inform COMMERCIAL of the outage and approximate time to restore service. COMMERCIAL will relay the appropriate information to the customer or end user.
 2. In the event of a loss of Internet routing or switching hardware due to a disaster or emergency, INFORMATION shall immediately contact CISCO TAC as noted on the Supplies & Contractors List, Exhibit B, to assist in identifying the cause of the loss of equipment, and inform COMMERCIAL of the outage and approximate time to repair. COMMERCIAL will relay the appropriate information to the customer or end user. INFORMATION is authorized to request the necessary OPERATIONS personnel to assist in the restoration.
 3. In the event of a loss of Tier One Internet connectivity relating to an upstream provider and due to a disaster or emergency, INFORMATION shall immediately contact the affected Tier One provider as noted on the Supplies & Contractors List, Exhibit B, to determine the extent and duration of the outage. INFORMATION shall take the necessary steps to reroute traffic where redundancy is not readily available, and inform COMMERCIAL of the outage (if any) and approximate time to repair. COMMERCIAL will relay the appropriate information to the customer or end user.
- I. Digital Subscriber Line Access Multiplexer (DSLAM) and Digital Loop Carrier Systems (DLC) Disaster** – In the event of a loss of DSL and/or voice services relating to a DSLAM or DLC Disaster or emergency, OPERATIONS shall immediately coordinate with INFORMATION to determine the cause of the outage. OPERATIONS and/or INFORMATION shall contact the appropriate vendor as noted on the Supplies & Contractors List, Exhibit B, to repair or replace the damaged equipment, and

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inform COMMERCIAL of the outage and approximate time to repair. COMMERCIAL will notify the customer or end user.

J. Operations Support Systems (OSS) – In the event of a loss of Operations Support Systems relating to a disaster or emergency, INFORMATION shall immediately contact Range Telephone Cooperative, Inc. IT Coordinator as noted on the Supplies & Contractors List, attached as Exhibit B, to determine the cause of the outage. INFORMATION shall inform COMMERCIAL and ADMINISTRATION of the outage and coordinate with the Range Telephone IT Coordinator to repair or replace the damaged OSS equipment or Wide Area Network (WAN) connectivity.

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SECTION 3 COMMUNICATIONS AND COORDINATION

I. PURPOSE

Section 3 provides general guidelines for inter-departmental communications and coordination in the event of a disaster or emergency. These guidelines are intended to complement, not supersede, ACT's existing work procedures. All actions outlined in this section are intended to expedite the repair and restoration of communications services to the community affected by the disaster or emergency.

II. COORDINATION AND STAFFING

Emergency staffing needs and employee scheduling will be determined by the Emergency Control Committee who shall coordinate all restorations and repair oversight from the Emergency Control Center.

A. Emergency Control Committee responsibilities include the following:

1. Establish a temporary 911 Public Safety Answering Point (PSAP), if necessary
2. Coordinate all communications between restoration and repair personnel
3. Direct and dispatch restoration and repair personnel and all other resources as necessary
4. Provide continued updates to ACT management personnel and affiliated company management personnel if emergency impacts services delivered in affiliated company areas.
5. Accumulate, evaluate and direct customer trouble reports as necessary to appropriate restoration personnel
6. Inform and update local authorities of communication restoration status.
7. Advise answering service of the nature and estimated duration of the service disruption.
8. Coordinate the availability of mobile communications as required
9. Coordinate the availability of network records as required

B. ADMINISTRATION responsibilities include the following:

1. Assist the Emergency Control Committee as requested
2. Control media and coordinate the delivery of General Manager press releases

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3. Notify regulatory agencies as required (Public Service Commission)

C. OPERATIONS responsibilities include the following:

1. Establish communications between the nearest location to the disaster or emergency and the Emergency Control Center
2. The first responding OPERATIONS employee shall serve as the Field Coordinator and shall be the single point of communications between the location of the disaster or emergency and the Emergency Control Center until a supervisor or manager can be dispatched to the location
3. Perform all restoration and repair work in the affected area(s)

D. INFORMATION responsibilities include the following:

1. Establish communications between the nearest location to the disaster or emergency
2. The first responding INFORMATION employee shall serve as the Field Coordinator and shall be the single point of communications between the location of the disaster or emergency and the Emergency Control Center until a supervisor or manager can be dispatched to the location
3. Initiate immediate action to restore affected Internet hardware including routers and switches
4. Perform all restoration and repair work in the affected area(s)

E. COMMERCIAL responsibilities include the following:

1. Establish communications between the contract answering service as noted on the Supplies & Contractors List, attached as Exhibit B, and the Emergency Control Center
2. Communicate the status of the disaster or emergency to the contract answering service
3. Communicate the status of the disaster or emergency to customers reporting service outage
4. Record all customer reports on service outage and forward to the Emergency Control Committee for the appropriate action
5. Assist the Emergency Control Committee with customer calls to confirm restoration of service
6. Provide assistance as requested by the Emergency Control Committee

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EXHIBIT A SUPPLIERS & CONTRACTORS

I. PURPOSE

Exhibit A provides contact information for those Suppliers & Contractors providing support services to ACT.

A. Internet Wholesale Suppliers & Contractors

Back Office Internet Support

Vision Net (TAC) 866.624.6462

Vision Net (Office) 406.467.4700

B. Switching Network Support – Switching Services

Range Telephone Cooperative, Inc.

Allen Wetherelt, Operations Manager

Office: 406.347-2226

Direct: 406-347-2834

Mobile: 406-351-2395

Bruce Erlenbusch, CO Supervisor

Office: 406-347-2226

Direct: 406-347-2854

Mobile: 406-351-3085

C. Switching Network Support – Metaswitch

Scott Enderle, CSE 510-217-5181

Andy Finney, Support Manager (Escalations) 510-217-4474

Reston, VA NOC 703-480-0500

Alameda, CA NOC 510-748-8230

Emergency 800-308-8772

Bill Allen, Sales Manager 510-748-1829

D. Supply Chain Management & Contractors

Graybar Electric 800.876.5667

Border States Electric 800.736.6266

Sprint North Supply 800.755.1950

Alamon Telco 800.252.8838

Enterprise Cabling 406.661.4945

Wyoming Electric 307.674.6846

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E. Power Suppliers & Contractors	
Montana Dakota Utilities	800.638.3278
Emergency	800.638.3278
Action Battery Wholesalers, Inc.	715-247-5512
Thermbond (Marconi Power Systems)	800.356.2686
TW Enterprises (Generator Maintenance)	800.995.3795
Emergency	406.671.5457
F. Wholesale Long Distance Suppliers & Contractors	
Associated Network Partners, Inc.	217.698.1581
Emergency	866.287.4835
Emergency Pager	877.294.4985
G. Tier One ISP Connectivity – North Route	
Vision Net (NOC)	866.624.6462
Vision Net (Office)	406.467.4700
H. Tier One ISP Connectivity – South Route	
ZAYO (NOC)	800.609.1025
ZAYO (Office)	503.309.6071
I. Tier One ISP Connectivity – East Route	
SDN Communications (NOC)	877.287.8023
SDN Communications (Office)	800.247.1442
J. CISCO Routers, Switches and Firewalls	
CISCO (TAC)	800.553.2447
CISCO (Office)	425.572.064
K. Broadband Loop Carrier/Digital Loop Carrier Network Support	
Calix (TAC)	777.766.3500
Calix Escalation	612.360.1426
Adtran (TAC)	256.963.8716
Adtran (Office)	888.4ADTRAN
L. SONET / DWDM Network Support	
Fujitsu (TAC)	800.873.3822
Fujitsu Escalation	303.889.9494
M. Carrier Ethernet Network Support	
CYAN (TAC)	800.873.3822
CYAN Escalation	303.889.9494

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- N. IT & Computer Supplies**
Tiger Direct (Scott Cannon) 877.998.8534
- O. Billing Support System/Operations Support System (BSS/OSS)**
Jim Klein, IT Supervisor (Office) 406.347.2226
Jim Klein, IT Supervisor (Mobile) 406.351.1944
- P. Alarm Monitoring and After Hours Customer Support**
Vision Net (TAC) 866.624.6462
Vision Net (TAC Manager Mobile) 406.590.4690

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EXHIBIT B AFFILIATED COMPANIES

I. PURPOSE

Exhibit B provides contact information for those companies affiliated with Advanced Communications Technology, Inc.. These companies are either co-owners in the ACT Montana – Wyoming fiber network or provide services and assistance to support ACT's operations.

Range Telephone Cooperative, Inc.

2325 E. Front Street
Forsyth, Montana 59003
Office: 406.347.2226
Office: 800.927.2643
Fax: 406.347.2410
Emerg: 406.347.2226

RT Communications, Inc.

130 S. 9th Street
Worland, Wyoming 82801
Office: 307.347.7000
Office: 800.647.9841
Fax: 307.347.9200
Emerg: 307.347.7666

Dubois Telephone Exchange

12 S. First Street
Dubois, Wyoming 82513
Office: 307.455.2341
Office: 800.877.7699
Fax: 307.455.3399
Emerg: 307.455.2341

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EXHIBIT C OTHER CONTACTS

I. PURPOSE

Exhibit C provides contact information for entities that should be or may need to be contacted should an emergency situation arise at ACT, **CALL 911!**

LAW ENFORCEMENT OFFICES

Police Departments

Sheridan Police	307.672.2413
Buffalo Police	307-684-5581
Gillette Police	307-686-5306
Casper Police	307-235-8278

Wyoming County Sheriff's Offices

Campbell County, Gillette, Wy.	307-682-7271
Johnson County, Buffalo Wy.	307-684-5581
Sheridan County, Sheridan Wy.	307-672-3455
Natrona County, Casper, WY	307-235-9282

Highway Patrol

Montana Highway Patrol	800-525-5555
Wyoming Highway Patrol	800-442-9090

HOSPITALS

Big Horn County Memorial, Hardin, MT	406-665-2310
Sheridan County Memorial, Sheridan, WY	307-672-1000
Campbell County Memorial, Gillette, WY	307-688-1000
Johnson County Healthcare, Buffalo, WY	307-684-5521

UTILITY COMPANIES

Montana Dakota Utilities	800-638-3278
Rocky Mountain Power	888-221-7070

MUNICIPALITIES

City of Sheridan, WY	307-672-0129
City of Buffalo, WY	307-684-5566
City of Gillette, WY	307-686-5200

Advanced Communications Technology, Inc. Business Continuity and Disaster Preparedness Plan

OTHER EMERGENCY SERVICES

American Red Cross Wyoming	307-638-8906
Center for Disease Control	800-232-4636
Poison Control	800-222-1222

BURIED CABLE LOCATION SERVICE

Montana One Call	800-424-5555
Wyoming One Call	800-849-2476

ROAD REPORT – DIAL 511

Montana	800-226-7623
Wyoming	888-996-7623

MEDIA

Sheridan Media (Radio)	307-672-7422
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